



November 20, 2019

Hi Maggie,

Thanks for reaching out. We are sorry to hear this has happened and hope the toddler has a quick recovery. We would welcome the opportunity to speak directly with her mother to express this and ensure the heater is working properly.

Our heaters are designed with the safety and comfort of families in mind. The SoftHEAT baseboard heaters have lower surface temperatures and a more enclosed heating element that is harder to get to than traditional baseboards.

That said, there is an inherent risk to little hands and fingers as coils inside baseboard heaters can get quite hot and they should be used according to the owner's manual. Just like your stove, toaster or grill, caution should be exercised with young children and pets, and they should not be left unattended while your heater is in use.

Sincerely,

CARMEN SALVATORE
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